



# KanCare Ombudsman Report

**Quarter 4, 2019** (based on calendar year)  
**October 1 – December 31, 2019**

Data downloaded 1/14/2020

## KanCare Ombudsman Office

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## **II. Highlights/Dashboard**

- A. Increased calls for Topeka office**
- B. Divided Issues Category into three sections (pages 13-15)**
- C. New data being tracked**
- D. New Data Category - Tracking cases with priority codes - as needed (page 13)**

### III. KanCare Ombudsman Purpose

The KanCare Ombudsman Office helps Kansas Medicaid beneficiaries and applicants, with a priority on individuals participating long-term care services through KanCare.

The KanCare Ombudsman Office assists KanCare beneficiaries and applicants with access, service and benefit problems. The office:

- assists KanCare members with seeking resolution to complaints or concerns regarding their interaction with their KanCare plan or eligibility
- helps applicants with information, resources and in-person assistance with the KanCare application and renewal process
- provides information about the KanCare grievance and appeal process that is available through the KanCare plans and the State Fair Hearing process

The Centers for Medicare and Medicaid Services [Special Terms and Conditions \(2019\), Section 42](#) for KanCare, provides the KanCare Ombudsman program description and objectives.

This quarterly report provides updates about the KanCare Ombudsman Office activities; see the Outreach section – page 6, and information collected (data) starting on page 7.

### IV. Accessibility by Ombudsman's Office

#### A. Initial Contacts

The KanCare Ombudsman Office was available to members and potential members of KanCare (Medicaid) by phone, email, written communication, social media, and in person during 2019.

The KanCare Ombudsman Office has helped an increasing number of KanCare members and applicants over the last several years, starting in 2016 with the beginning of trained volunteer help in the two satellite offices (Olathe and Wichita). For the last two years, total quarterly contacts have averaged around 1,000. Fourth quarter took a dip in contacts, however January 2020 had over 360 contacts which is a normal monthly contact number.

Initial Contacts	Qtr. 1	Qtr. 2	Qtr. 3	Qtr. 4
2014	545	474	526	547
2015	510	462	579	524
2016	1,130	846	687	523
2017	825	835	970	1,040
2018	1,214	1,059	1,088	1,124
2019	1,060	1,097	1,071	915

## **B. Accessibility through the KanCare Ombudsman Volunteer Program**

The KanCare Ombudsman Office has two satellite offices; one in Olathe and one in Wichita. Both satellite offices answer KanCare questions, help with issues and assist with filling out KanCare applications on the phone and in person at the offices.

The main means of contact with the two satellite offices is through the KanCare Ombudsman Toll Free number, which directs calls based on the area code of the caller. The satellite offices are each covering over 20 hours per week in serving KanCare beneficiaries.

The Olathe and Wichita offices each have one volunteer in training (not listed below). The Satellite offices current coverage is listed below. Information on the Satellite office hours and contact information can be found on the Ombudsman web pages on the [About/Contact Us page](#).

	<b>Volunteer Hours</b>	<b># of Volunteers</b>	<b># of hours covered/wk.</b>	<b>Area Codes covered</b>
Olathe Satellite Office	M: 9am-4pm T: 9am-4pm W: 10am-2pm Th: 9am-12:30pm F: 9am-12:30pm	5	25	913, 785, 816
Wichita Satellite Office	M: 9am-1pm T: 10am-2pm W: 1:30-3:30pm Th: 10am-2pm F: 9am-4:30pm	5	21.5	316, 620

Information as of 2/6/2020

## **V. Outreach by Ombudsman's office**

The KanCare Ombudsman Office is responsible to help beneficiaries and applicants to understand the KanCare application process, benefits and services, and provide training and outreach to community organizations. The office does this through education, publications and training.

The outreach for 4<sup>th</sup> quarter, 2019 continues down significantly from past quarters from 49 in first quarter to 8 in 4<sup>th</sup> quarter (see chart below). In June of 2019 the part-time staff member on loan from the Governor's office was recalled to full-time in her area. That part-time person helped the Topeka office with complex calls and call volume in general. Our office has been short-staffed since that time and had to reprioritize all staff duties to ensure KanCare members and applicants received timely responses. Outreach and community/organizational meetings have stopped except in very limited instances. There have been no Liaison trainings in 4<sup>th</sup> quarter. Requests for speaking engagements are being pushed back to fall 2020.

	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Outreach	49	23	14	8

For the full listing of outreach events, see Appendix A

## VI. Data by Ombudsman Office

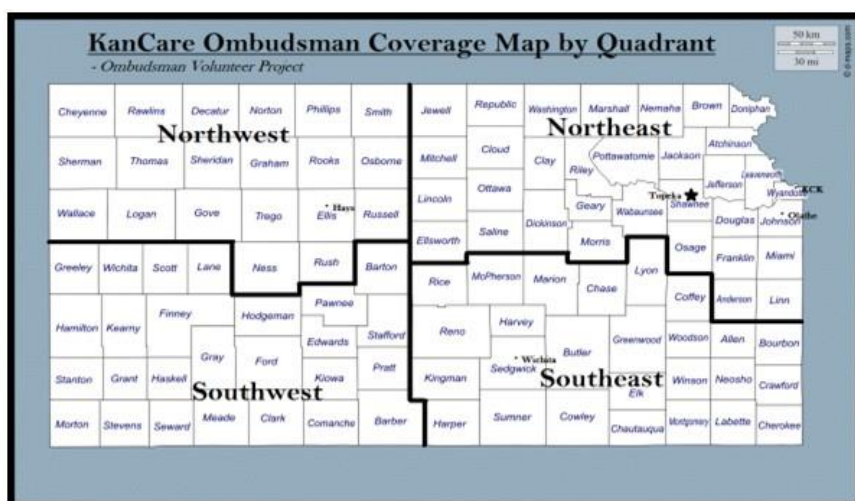
The data for the KanCare Ombudsman Office includes data by region, office location, contact method, caller type, program type, issue category, action taken and priority.

### A. Data by Region

#### 1. Initial Contacts to KanCare Ombudsman Office by Region

The KanCare Ombudsman coverage is divided into four regions. The map directly below shows the counties included in each region. The north/south dividing line is based on the state area codes coverage (785 and 620).

- 785, 913 and 816 area code calls go to the Olathe Satellite office.
- 316 and 620 area code calls go to the Wichita Satellite office.
- The remaining calls, direct calls and complex calls go to the Topeka (main) office.



Most contacts for the KanCare Ombudsman Office are coming from the east side of the state which also ties to where Medicaid members are located within the state (see chart on page 9) and the population density of Kansas (see map on page 9).

#### Ombudsman Office Calls by Region

Region	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Northeast	157	220	238	187	183	210	174	183
Southeast	59	135	163	244	205	129	126	172
Northwest	14	16	10	14	7	20	11	8
Southwest	14	18	14	29	19	24	17	17
Out of State	14	17	21	17	16	8	4	3
Not Identified	955	653	639	633	630	706	739	532
<b>Total</b>	<b>1,213</b>	<b>1,059</b>	<b>1,085</b>	<b>1,124</b>	<b>1,060</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>



## 2. KanCare/Medicaid Members by Region

This chart shows the KanCare/Medicaid population by the KanCare Ombudsman regions. The majority of the Medicaid population is located in the eastern two regions.

### Medicaid

Region	Q4/18	Q1/19	Q2/19	Q3/19
Northeast	194,798	205,267	179,011	188,184
Southeast	175,370	185,683	160,821	169,598
Northwest	12,488	13,240	11,575	12,163
Southwest	38,023	40,073	34,613	36,291
<b>Total</b>	<b>420,679</b>	<b>444,263</b>	<b>386,020</b>	<b>406,236</b>

Data as of end of September 2019

## 3. Kansas Population Density

This chart shows the population density of Kansas and helps in understanding why most of the Medicaid population and KanCare Ombudsman calls are from the eastern part of Kansas.

Based on 2015 Census data – [www.KCDCinfo.ks.gov](http://www.KCDCinfo.ks.gov) Kansas Population Density map using number of people per square mile (ppsm)



5 Urban - 150+ ppsm

4 Semi-Urban - 40-149.9 ppsm

3 Densely-Settled Rural - 20 to 39.9 ppsm

2 Rural - 6 to 19.9 ppsm

1 Frontier - less than 6 ppsm

## B. Data by Office Location

Initial phone calls to the KanCare Ombudsman toll-free number (1-855-643-8180) are sent directly to one of three KanCare Ombudsman offices based on the area code the call is coming from. Olathe receives 913, 785 and 816 area code calls. Wichita receives 620 and 316 area code calls. All other toll-free calls go to the Main office (Topeka). People also may call all three offices directly; the direct phone numbers for the satellite offices are listed on the KanCare Ombudsman webpage, Contact Us.

Contacts by Office	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Main - Topeka	772	619	491	546	561	620	733	537
Olathe	68	81	223	177	166	213	212	182
Wichita	374	359	371	401	333	264	126	196
<b>Total</b>	<b>1,214</b>	<b>1,059</b>	<b>1,085</b>	<b>1,124</b>	<b>1,060</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>

## C. Data by Contact Method

There is a new listing below called Social Media. Since the KanCare Ombudsman office is on Facebook, we anticipate there may be instances when people will contact us for help through Facebook.

Face-to-face contacts are usually through:

- Assistance by appointment at the satellite offices in Olathe and Wichita to help complete applications.
- Assistance to Kansas Department of Aging and Disability Services (KDADS) walk-ins in Topeka who need help with Medicaid related questions.
- people with personal concerns who attend KanCare public meetings. The KanCare Ombudsman office tries to attend most of these and be available to answer individual questions/issues that may come up.

Contact Method	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Telephone	1,090	930	909	939	898	948	956	794
Email	112	119	153	161	152	138	107	109
Letter	2	1	2	3	1	5	2	1
Face-to-Face Meeting	7	9	22	20	12	6	5	8
Other	2	0	2	1	5	0	0	1
Social Media	0	0	0	0	0	0	1	2
<b>CONTACT METHOD TOTAL</b>	<b>1,213</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>	<b>1,068</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>

#### **D. Data by Caller Type**

Most contacts are consumers which includes beneficiaries, family member, friend, etc. The “Other type” callers are usually state employees, lawyers, schools, and students/researchers looking for data.

Provider issues are a combination of providers calling to assist a member or applicant having issues, or provider billing issues which we forward to KDHE.

<b>CALLER TYPE</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Provider	96	81	99	93	93	69	112	65
Consumer	1,065	943	899	977	920	939	901	794
MCO Employee	6	4	5	4	8	11	1	7
Other Type	46	31	85	50	47	78	57	49
<b>CALLER TYPE TOTAL</b>	<b>1,213</b>	<b>1,059</b>	<b>1,088</b>	<b>1,124</b>	<b>1,068</b>	<b>1,097</b>	<b>1,071</b>	<b>915</b>

## E. Data by Program Type

The top program types that we received calls for in fourth quarter were Physical Disability waiver Frail Elderly waiver and nursing facility concerns.

Five program types were added at the end of August:

- Foster Care
- MediKan
- Institutional Transition from
  - Long Term Care/Nursing Facility (LTC/NF)
  - Mental Health/Behavioral Health (MH/BH)
  - Prison/Jail

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
PD	51	27	28	37	40	32	21	29
I/DD	29	27	36	32	30	36	37	20
FE	27	22	30	31	25	20	43	36
AUTISM	1	1	2	4	3	4	1	2
SED	9	2	8	7	5	7	13	10
TBI	7	10	9	6	13	11	7	12
TA	5	3	7	3	5	7	7	10
WH	5	4	6	5	2	5	1	2
MFP	1	0	0	0	0	0	0	1
PACE	0	0	0	0	2	1	2	4
MENTAL HEALTH	2	1	3	2	2	5	2	5
SUB USE DIS	0	0	0	0	1	0	2	1
NURSING FACILITY	47	39	28	41	33	27	27	48
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	9	3
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	1	5
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0	3
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>184</b>	<b>136</b>	<b>157</b>	<b>168</b>	<b>161</b>	<b>155</b>	<b>173</b>	<b>191</b>

There may be multiple selections for a member/contact.

## F. **NEW! Data by Priorities**

This is new data that is now available. The Ombudsman Office is tracking priorities for two purposes:

1. This allows our staff and volunteers to pull up pending cases, review their status and possibly request an update from the partnering organization that we have requested assistance from.
2. This helps provide information on the more complex cases that are worked by the Ombudsman Office.

The priorities are defined as follows:

- HCBS – Home and Community Based Services
- Long Term Care/NF – Long Term Care/Nursing Facility
- Urgent Medical Need – 1) there is a medical need, 2) if the need is not resolved in 5-10 days, the person could end up in the hospital.
- Urgent – non-medical need that needs to be resolved in the next 7-10 days; could be eviction from home or nursing facility or urgent financial.
- Life Threatening – If not resolved in 1-4 days person's life could be endangered. (should not be used very often.)

PRIORITY	Q3/2019	Q4/2019
HCBS	39	60
Long Term Care / MF	12	24
Urgent Medical Need	13	33
Urgent	23	29
Life Threatening	6	8
<b>PRIORITIES TOTAL</b>	<b>93</b>	<b>154</b>

There may be multiple selections for a member/contact.

## G. **Data by Issue Categories**

The Issue Categories have been divided into three groups for easier tracking and reporting purposes. The three groups are:

- **Medicaid Issues**
- **Home and Community Based Services/Long Term Services (HCBS/LTSS),**
- **Other Issues.**

**Other Issues** may be Medicaid related but are tied to a non-Medicaid program or issue that is worthy of tracking.

## 1. Medicaid Issues

Seven issues were added to this section and are highlighted in gray. The top issues are still Medicaid eligibility and renewal issues.

MEDICAID ISSUES	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Access to Providers (usually Medical)	4	2	8	10	11	14	26	15
Appeals/Fair Hearing questions/issues	46	26	38	16	17	12	10	12
Background Checks	4	0	1	0	2	1	0	1
Billing	40	26	33	19	30	29	54	35
Care Coordinator Issues	10	11	7	14	18	5	15	16
Change MCO	12	7	5	37	12	10	4	6
Choice Info on MCO	3	3	3	20	7	8	3	3
Coding Issues	32	9	11	21	15	11	9	4
Consumer said Notice not received	16	6	15	13	6	7	3	6
Cultural Competency	0	0	0	0	0	0	1	0
Data Requests	3	2	4	0	2	4	0	1
Dental	10	9	6	7	11	6	6	6
Division of Assets	10	3	5	11	8	11	13	12
Durable Medical Equipment	1	4	9	13	4	5	3	2
Grievances Questions/Issues	28	35	23	12	12	19	26	36
Help understanding mail (NOA)	0	0	0	0	0	0	3	6
MCO transition	0	0	0	0	0	0	1	3
Medicaid Application Assistance	185	135	144	174	171	137	130	171
Medicaid Eligibility Issues	209	219	183	187	152	145	147	187
Medicaid Fraud	3	2	2	5	1	4	3	2
Medicaid General Issues/questions	63	186	200	256	273	254	183	197
Medicaid info (status) update	210	217	196	187	124	175	149	188
Medicaid Renewal	103	58	39	24	56	119	84	51
Medical Card issues	0	0	0	0	0	0	1	9
Medicare Savings Plan Issues	19	17	20	25	22	29	62	77
MediKan issues	0	0	0	0	0	0	4	3
Moving to / from Kansas	16	14	21	19	20	17	18	17
Medical Services	23	27	11	13	18	10	13	17
Pain management issues	0	0	0	1	5	1	0	2
Pharmacy	16	1	2	11	18	16	10	11
Pregnancy issues	0	0	0	0	0	0	5	5
Prior authorization issues	0	0	0	0	0	0	1	1
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	3	10
Respite	0	1	0	1	1	0	0	1
Spend Down Issues	28	32	24	28	29	21	34	33
Transportation	16	10	9	12	11	9	14	9
Working Healthy	3	6	8	9	3	5	5	6
<b>MEDICAID ISSUES TOTAL</b>	<b>1,113</b>	<b>1,068</b>	<b>1,027</b>	<b>1,145</b>	<b>1,059</b>	<b>1,084</b>	<b>1,043</b>	<b>1,161</b>

There may be multiple selections for a member/contact.

## 2. HCBS/LTSS Issues

The top two issues for this group are HCBS Eligibility Issues and HCBS General Issues. (HCBS stands for Home and Community Based Services)

HCBS/LTSS ISSUES	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Client Obligation	53	35	24	27	22	19	27	14
Estate Recovery	10	4	10	8	4	9	10	9
HCBS Eligibility issues	46	28	37	34	35	33	46	60
HCBS General Issues	36	35	60	49	62	47	65	67
HCBS Reduction in hours of service	7	2	3	2	6	3	3	0
HCBS Waiting List	4	4	4	10	6	7	8	6
Nursing Facility Issues	20	19	23	24	36	39	54	49
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>176</b>	<b>127</b>	<b>161</b>	<b>154</b>	<b>171</b>	<b>157</b>	<b>213</b>	<b>205</b>

There may be multiple selections for a member/contact.

## 3. Other Issues

There were six new issues created at the end of August (highlighted in gray) to help better understand concerns that may be *related* to Medicaid.

OTHER ISSUES	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Abuse / neglect complaints	10	10	7	2	8	6	4	3
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0	1	2
Affordable Care Act Calls	15	12	9	8	5	5	3	4
Community Resources needed	0	0	0	0	0	0	3	6
Domestic Violence concerns	0	0	0	0	0	0	1	0
Foster Care issues	0	0	0	0	0	0	1	2
Guardianship	3	6	5	5	1	1	2	6
Homelessness	0	0	0	0	0	0	1	3
Housing Issues	7	8	7	4	5	5	7	4
Medicare related Issues	17	23	26	31	18	15	18	23
Social Security Issues	9	13	12	24	16	15	19	7
Used Interpreter	0	0	0	0	0	0	0	6
X-Other	213	114	132	135	134	119	114	85
Z Thank you	558	510	482	498	408	399	350	398
Z Unspecified	78	68	72	80	97	110	137	99
<b>OTHER ISSUES TOTAL</b>	<b>910</b>	<b>764</b>	<b>752</b>	<b>787</b>	<b>692</b>	<b>675</b>	<b>661</b>	<b>648</b>

There may be multiple selections for a member/contact.

## H. Data by Managed Care Organization – See Appendix B

(pages 23-29)

## VII. Action Taken

This section reflects the action taken by the KanCare Ombudsman Office and the related organizations assisting the KanCare Ombudsman Office. This data shows information on:

- response rates for the KanCare Ombudsman office
- response rates to resolve the question/concern for related organizations that are asked to assist by the Ombudsman office
- how contacts are resolved

### A. Responding to Issues

#### 1. Ombudsman Office response to members/applicants

The Ombudsman Office goal is to respond to a contact within two business days.

<u>Quarter yr.</u>	<u>Nbr Contacts</u>	<u>% Responded 0-2 Days</u>	<u>% Responded in 3-7 Days</u>	<u>% Response 8 or More Days</u>
Q1/2018	1,213	82%	17%	1%
Q2/2018	1,059	90%	10%	1%
Q3/2018	1,088	87%	12%	1%
Q4/2018	1,124	86%	14%	0%
Q1/2019	1,068	88%	11%	1%
Q2/2019	1,096	91%	8%	1%
Q3/2019	1,071	95%	4%	1%
Q4/2019	915	93%	6%	0%

Chart reflects calendar day response time.



## 2. Organizational response to Ombudsman requests

The KanCare Ombudsman office sends requests for review and assistance to various KanCare/related organizations. The following information provides data on the resolution rate for issues that have been referred.

Q4/2019

<u>Nbr</u> <u>Referrals</u>	<u>Referred to</u>	<u>%</u> <u>Resolved</u> <u>0-2 Days</u>	<u>%</u> <u>Resolved</u> <u>3-7 Days</u>	<u>%</u> <u>Resolved</u> <u>7-30 Days</u>	<u>%</u> <u>Resolved</u> <u>31 or More</u> <u>Days</u>
147	Clearinghouse	65%	17%	14%	4%
2	DCF	50%	0%	0%	50%
2	KDADS-Behavior Health	100%	0%	0%	0%
4	KDADS-HCBS	25%	75%	0%	0%
-	KDADS-Health Occ. Cred.	0%	0%	0%	0%
18	KDHE-Eligibility	44%	50%	6%	0%
6	KDHE-Program Staff	83%	17%	0%	0%
3	KDHE-Provider Contact	100%	0%	0%	0%
-	KMAP	0%	0%	0%	0%
10	Aetna	60%	30%	0%	10%
-	Amerigroup	0%	0%	0%	0%
8	Sunflower	25%	38%	13%	25%
5	UnitedHealthcare	60%	20%	20%	0%

## B. Resolving requests

### 1. Action Taken by KanCare Ombudsman Office to resolve requests

84% (or 4 out of 5) of initial calls were resolved by providing some type of resource, for example the KanCare Ombudsman office contacted another organization to resolve the issue, shared resources through mailings, provided referrals to other organizations, etc.

Note: The totals will not match “Initial Contacts chart” because not all cases are closed at the end of the quarter. This must be filled in before closing a case.

Action Taken Resolution Type	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Questions/Issue Resolved (No Resources)	105	69	76	106	94	85	69	58
Used Contact or Resources/Issue Resolved	766	675	776	874	837	871	909	768
Closed (No Contact)	101	133	115	134	126	123	79	62
<b>ACTION TAKEN RESOLUTION TYPE TOTAL</b>	<b>972</b>	<b>877</b>	<b>967</b>	<b>1,114</b>	<b>1,057</b>	<b>1,079</b>	<b>1,057</b>	<b>888</b>

There may be multiple selections for a member/contact

### 2. Referred Beneficiary to an Organization for Assistance

This chart provides information on when our office tells a member, “This is who you need to call and here is the phone number.” It may also be used if we contact an organization that is not listed in the section to track dates. This is usually “State or Community Agency.”

Action Taken Additional Help	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
Provided Resources	772	758	808	666	567	537	682	662
Mailed/Email Resources	221	182	136	140	151	123	152	167
<b>TOTAL</b>	<b>993</b>	<b>940</b>	<b>944</b>	<b>806</b>	<b>718</b>	<b>660</b>	<b>834</b>	<b>829</b>

There may be multiple selections for a member/contact.

### 3. Ombudsman Office Resolution of Issues

The average days to close/resolve an issue remained relatively the same over the last four quarters. The improvement in 3<sup>rd</sup> quarter, 2018 was due to clarification for staff and volunteers to close a case based on resolution date or if no response, on the date last contacted. Prior to this, cases were closed by many at the end of the quarter when I sent out the reminder to close cases.

The percentage for closing cases in 8 or more days increased by three percentage points. Our office believes this is due, in part, by more complex calls coming to the Ombudsman Office.

<u>Quarter/Year</u>	<u>Number Contacts</u>	<u>Avg Days To Completion</u>	<u>% Completed 0-2 Days</u>	<u>% Completed in 3-7 Days</u>	<u>% Completed 8 or More Days</u>
Q1/2018	1,069	12	56%	17%	28%
Q2/2018	1,036	10	60%	13%	27%
Q3/2018	1,043	4	72%	17%	11%
Q4/2018	1,107	4	71%	18%	11%
Q1/2019	1,051	5	71%	17%	13%
Q2/2019	1,021	4	75%	13%	13%
Q3/2019	1,002	5	75%	10%	15%
Q4/2019	837	5	72%	11%	17%

## **VIII. Appendix A - Outreach by Ombudsman's office**

This is a listing of the KanCare Ombudsman Outreach to members and community by way of participation in conferences where members and/or providers attend, newsletters, social media, training events, public comments sessions by the state for KanCare related issues, etc.

### **A. Outreach through Collaboration and Education**

This outreach includes Community Events/Presentations such as education, networking and referrals.

- Ascensions HOPE Via Christi PACE facility tour- networking and PACE presentation (Wichita, KS) (10/24/19)
- United Way Emergency Assistance Providers mtg (Wichita, KS) (11/19/19)
- Center for Child Health & Development – Gave them brochures to pass out to families (English and Spanish)
- Via Christi HOPE (Wichita PACE Center) – Presentation of KanCare Ombudsman Office and our role (10/24/2019) (we also toured their facility and learned their role as well.)

### **B. Outreach through Print Media and Social Media**

- Golden Years Newspaper (Counties: Franklin, Osage, Anderson, Linn, Coffey) (10-12/19)
- Facebook site redesign and posting; Post engagement increased by 3,367%.

### **C. Outreach through Collaboration and Training**

- Manhattan (Riley Co.) (In-person training): Via Christi Manhattan Group of Social Workers and other community organization staff members from surrounding counties. (10/16/19)
- Participating in United Way of the Plains Monthly meeting of Community Emergency Assistance Providers- (Wichita, KS- 10/15/19)

## IX. Appendix B – Information by Managed Care Organization

### A. Aetna-Issue Categories

<b>MEDICAID ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Access to Providers (usually Medical)	2	2	4	5
Appeals/Fair Hearing questions/issues	0	1	1	0
Background Checks	0	0	0	0
Billing	3	0	5	4
Care Coordinator Issues	10	1	4	4
Change MCO	4	3	2	2
Choice Info on MCO	2	0	2	2
Coding Issues	1	0	1	1
Consumer said Notice not received	0	1	0	0
Cultural Competency	0	0	0	0
Data Requests	0	0	0	0
Dental	3	0	2	2
Division of Assets	0	0	0	1
Durable Medical Equipment	1	2	2	0
Grievances Questions/Issues	2	2	4	3
Help understanding mail (NOA)	0	0	0	0
MCO transition	0	0	1	2
Medicaid Application Assistance	2	1	1	2
Medicaid Eligibility Issues	5	7	2	5
Medicaid Fraud	0	0	0	0
Medicaid General Issues/questions	16	18	5	7
Medicaid info (status) update	4	1	4	5
Medicaid Renewal	1	12	3	2
Medical Card issues	0	0	0	0
Medicare Savings Plan Issues	2	1	1	2
MediKan issues	0	0	0	0
Moving to / from Kansas	0	0	1	1
Medical Services	3	4	4	3
Pain management issues	0	1	0	0
Pharmacy	4	3	1	2
Pregnancy issues	0	0	0	0
Prior authorization issues	0	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0
Respite	0	0	0	0
Spend Down Issues	1	3	2	3
Transportation	4	0	4	5
Working Healthy	0	0	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>70</b>	<b>63</b>	<b>56</b>	<b>63</b>

There may be multiple selections for a member/contact.

<b>HCBS/LTSS ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Client Obligation	2	3	2	2
Estate Recovery	0	0	0	0
HCBS Eligibility issues	5	3	3	7
HCBS General Issues	7	5	7	6
HCBS Reduction in hours of service	0	0	1	0
HCBS Waiting List	2	0	0	1
Nursing Facility Issues	0	1	3	2
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>16</b>	<b>12</b>	<b>16</b>	<b>18</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Abuse / neglect complaints	0	0	0	0
ADA Concerns	0	0	0	0
Adoption issues	0	0	0	0
Affordable Care Act Calls	0	0	0	0
Community Resources needed	0	0	0	0
Domestic Violence concerns	0	0	0	0
Foster Care issues	0	0	0	0
Guardianship	0	0	0	0
Homelessness	0	0	0	0
Housing Issues	0	0	1	0
Medicare related Issues	0	1	4	2
Social Security Issues	1	1	1	0
Used Interpreter	0	0	0	0
X-Other	14	6	6	2
Z Thank you	26	32	28	22
Z Unspecified	1	1	3	3
Health Homes	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>42</b>	<b>41</b>	<b>43</b>	<b>29</b>

There may be multiple selections for a member/contact.

**B. Aetna–Program Type**

<b>PROGRAM TYPE</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
PD	3	2	1	2
I/DD	1	4	2	1
FE	2	1	3	2
AUTISM	0	0	0	0
SED	0	1	0	2
TBI	2	3	2	2
TA	2	1	2	1
WH	0	0	0	0
MFP	0	0	0	0
PACE	0	0	0	0
MENTAL HEALTH	0	0	2	0
SUB USE DIS	0	0	0	0
NURSING FACILITY	0	2	1	2
FOSTER CARE	0	0	0	0
MEDIKAN	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>10</b>	<b>14</b>	<b>13</b>	<b>12</b>

There may be multiple selections for a member/contact.

### C. Sunflower–Issue Category

<b>MEDICAID ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Access to Providers (usually Medical)	3	1	4	5	4	3	5	2
Appeals/Fair Hearing questions/issues	0	4	5	0	1	3	0	0
Background Checks	1	0	0	0	0	0	0	0
Billing	8	6	6	2	4	7	6	2
Care Coordinator Issues	2	2	0	2	2	4	5	4
Change MCO	3	2	1	3	2	1	1	0
Choice Info on MCO	0	0	0	1	1	1	0	1
Coding Issues	7	2	1	5	4	3	0	0
Consumer said Notice not received	1	2	3	4	0	0	0	0
Cultural Competency	0	0	0	0	0	0	1	0
Data Requests	0	0	0	0	0	0	0	0
Dental	3	1	0	4	0	2	0	0
Division of Assets	1	0	0	0	0	0	0	0
Durable Medical Equipment	1	1	0	2	0	0	0	0
Grievances Questions/Issues	2	5	5	4	0	6	6	4
Help understanding mail (NOA)	0	0	0	0	0	0	0	0
MCO transition	0	0	0	0	0	0	0	0
Medicaid Application Assistance	2	2	0	1	1	0	1	2
Medicaid Eligibility Issues	8	13	10	11	14	5	3	10
Medicaid Fraud	0	0	0	2	0	0	0	0
Medicaid General Issues/questions	7	9	13	17	18	6	7	9
Medicaid info (status) update	7	5	9	5	4	8	4	9
Medicaid Renewal	3	6	4	4	4	10	6	6
Medical Card issues	0	0	0	0	0	0	1	0
Medicare Savings Plan Issues	2	2	3	0	0	0	2	2
MediKan issues	0	0	0	0	0	0	0	0
Moving to / from Kansas	1	0	0	0	1	0	0	0
Medical Services	4	4	0	3	5	3	2	5
Pain management issues	0	0	0	0	1	0	0	0
Pharmacy	2	0	0	5	6	2	0	2
Pregnancy issues	0	0	0	0	0	0	0	2
Prior authorization issues	0	0	0	0	0	0	0	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	0	0	0	0	0	0	0
Spend Down Issues	0	3	1	3	2	0	3	3
Transportation	2	1	1	2	2	1	2	2
Working Healthy	0	1	1	1	1	0	1	0
<b>MEDICAID ISSUES TOTAL</b>	<b>70</b>	<b>72</b>	<b>67</b>	<b>86</b>	<b>77</b>	<b>65</b>	<b>56</b>	<b>65</b>

There may be multiple selections for a member/contact.



<b>HCBS/LTSS ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Client Obligation	5	3	4	1	1	0	4	1
Estate Recovery	0	0	0	0	0	0	0	0
HCBS Eligibility issues	8	5	8	3	5	5	6	4
HCBS General Issues	12	3	9	8	7	9	6	8
HCBS Reduction in hours of service	1	0	0	1	2	1	0	0
HCBS Waiting List	0	0	0	1	1	1	1	1
Nursing Facility Issues	1	0	3	0	0	1	1	0
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>27</b>	<b>11</b>	<b>24</b>	<b>14</b>	<b>16</b>	<b>17</b>	<b>18</b>	<b>14</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Abuse / neglect complaints	2	0	0	1	0	0	1	0
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	1	0	0	1	0	0
Community Resources needed	0	0	0	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	0	0
Guardianship	0	1	1	1	0	0	0	0
Homelessness	0	0	0	0	0	0	0	0
Housing Issues	1	0	0	2	0	0	0	0
Medicare related Issues	0	3	3	2	1	0	0	1
Social Security Issues	1	0	0	1	0	0	0	0
Used Interpreter	0	0	0	0	0	0	0	0
X-Other	8	9	8	15	10	8	5	5
Z Thank you	49	27	49	41	34	29	23	29
Z Unspecified	0	2	0	5	3	4	2	1
Health Homes	0	0	0	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>61</b>	<b>42</b>	<b>62</b>	<b>68</b>	<b>48</b>	<b>42</b>	<b>31</b>	<b>36</b>

There may be multiple selections for a member/contact.

#### D. Sunflower-Program Type

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
PD	13	5	7	6	2	5	5	4
I/DD	5	3	4	3	5	4	4	2
FE	5	2	0	2	3	2	6	2
AUTISM	0	0	1	0	0	0	1	0
SED	0	0	1	1	0	0	0	1
TBI	1	0	3	3	4	2	0	2
TA	2	0	0	0	1	0	2	1
WH	1	1	1	0	1	1	0	0
MFP	1	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	0	0	0	0	0
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	4	1	3	0	0	1	0	2
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>32</b>	<b>12</b>	<b>20</b>	<b>15</b>	<b>16</b>	<b>15</b>	<b>18</b>	<b>15</b>

There may be multiple selections for a member/contact.

## E. UnitedHealthcare-Issue Category

<b>MEDICAID ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Access to Providers (usually Medical)	0	0	0	0	2	2	4	2
Appeals/Fair Hearing questions/issues	4	2	5	2	1	1	1	0
Background Checks	0	0	0	0	0	1	0	0
Billing	6	3	9	2	1	2	4	3
Care Coordinator Issues	4	4	3	4	5	0	1	4
Change MCO	2	1	0	3	2	3	0	3
Choice Info on MCO	0	1	0	1	0	1	0	0
Coding Issues	2	0	1	3	3	1	1	0
Consumer said Notice not received	0	0	1	2	0	0	1	1
Cultural Competency	0	0	0	0	0	0	0	0
Data Requests	0	0	1	0	0	0	0	0
Dental	0	1	0	2	3	1	1	0
Division of Assets	1	0	0	0	0	0	0	0
Durable Medical Equipment	0	0	0	1	2	1	1	1
Grievances Questions/Issues	3	3	4	0	4	0	2	4
Help understanding mail (NOA)	0	0	0	0	0	0	0	0
MCO transition	0	0	0	0	0	0	0	0
Medicaid Application Assistance	4	4	1	6	2	0	0	0
Medicaid Eligibility Issues	11	14	10	9	11	9	4	0
Medicaid Fraud	0	0	0	1	0	0	0	0
Medicaid General Issues/questions	4	7	10	18	20	10	10	4
Medicaid info (status) update	4	9	4	2	9	10	3	3
Medicaid Renewal	7	6	3	3	2	6	3	3
Medical Card issues	0	0	0	0	0	0	0	2
Medicare Savings Plan Issues	4	1	1	1	0	0	1	0
MediKan issues	0	0	0	0	0	0	1	0
Moving to / from Kansas	1	0	0	1	0	0	0	0
Medical Services	2	7	6	3	2	0	1	0
Pain management issues	0	0	0	1	2	0	0	0
Pharmacy	4	1	0	3	2	4	3	0
Pregnancy issues	0	0	0	0	0	0	0	0
Prior authorization issues	0	0	0	0	0	0	1	0
Refugee/Immigration/SOBRA issues	0	0	0	0	0	0	0	0
Respite	0	1	0	0	0	0	0	0
Spend Down Issues	3	7	6	4	4	2	1	2
Transportation	6	2	2	0	1	2	1	1
Working Healthy	0	0	1	1	0	1	0	0
<b>MEDICAID ISSUES TOTAL</b>	<b>72</b>	<b>74</b>	<b>68</b>	<b>73</b>	<b>78</b>	<b>57</b>	<b>45</b>	<b>33</b>

There may be multiple selections for a member/contact.

<b>HCBS/LTSS ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Client Obligation	8	2	6	7	2	1	2	0
Estate Recovery	0	0	0	0	0	0	0	1
HCBS Eligibility issues	5	3	6	3	4	2	1	3
HCBS General Issues	4	5	15	10	12	8	4	4
HCBS Reduction in hours of service	0	0	1	0	3	0	0	0
HCBS Waiting List	0	1	1	1	2	0	2	1
Nursing Facility Issues	0	3	3	3	2	0	3	3
<b>HCBS/LTSS ISSUES TOTAL</b>	<b>17</b>	<b>14</b>	<b>32</b>	<b>24</b>	<b>25</b>	<b>11</b>	<b>12</b>	<b>12</b>

There may be multiple selections for a member/contact.

<b>OTHER ISSUES</b>	<b>Q1/18</b>	<b>Q2/18</b>	<b>Q3/18</b>	<b>Q4/18</b>	<b>Q1/19</b>	<b>Q2/19</b>	<b>Q3/19</b>	<b>Q4/19</b>
Abuse / neglect complaints	0	3	0	0	0	0	0	0
ADA Concerns	0	0	0	0	0	0	0	0
Adoption issues	0	0	0	0	0	0	0	0
Affordable Care Act Calls	0	0	0	0	0	0	0	0
Community Resources needed	0	0	0	0	0	0	0	0
Domestic Violence concerns	0	0	0	0	0	0	0	0
Foster Care issues	0	0	0	0	0	0	0	0
Guardianship	0	0	1	0	0	0	0	0
Homelessness	0	0	0	0	0	0	0	0
Housing Issues	1	0	0	0	0	1	0	0
Medicare related Issues	0	0	1	1	2	0	0	1
Social Security Issues	0	1	0	1	0	0	1	0
Used Interpreter	0	0	0	0	0	0	0	0
X-Other	9	3	4	9	11	7	2	2
Z Thank you	46	40	42	47	49	29	22	14
Z Unspecified	1	0	1	1	2	1	2	5
Health Homes	0	0	0	0	0	0	0	0
<b>OTHER ISSUES TOTAL</b>	<b>57</b>	<b>47</b>	<b>49</b>	<b>59</b>	<b>64</b>	<b>38</b>	<b>27</b>	<b>22</b>

There may be multiple selections for a member/contact.

## F. UnitedHealthcare-Program Type

PROGRAM TYPE	Q1/18	Q2/18	Q3/18	Q4/18	Q1/19	Q2/19	Q3/19	Q4/19
PD	7	5	3	9	10	5	2	5
I/DD	2	3	7	1	6	10	1	0
FE	4	2	4	3	4	3	3	1
AUTISM	0	0	0	0	1	0	0	0
SED	1	0	4	1	2	1	0	0
TBI	1	1	3	0	2	0	1	0
TA	0	1	0	2	0	1	0	0
WH	2	1	1	0	0	0	0	0
MFP	0	0	0	0	0	0	0	0
PACE	0	0	0	0	0	0	0	0
MENTAL HEALTH	0	0	0	2	0	1	0	0
SUB USE DIS	0	0	0	0	0	0	0	0
NURSING FACILITY	3	3	2	4	2	1	2	5
FOSTER CARE	0	0	0	0	0	0	0	0
MEDIKAN	0	0	0	0	0	0	1	0
INSTITUTIONAL TRANSITION FROM LTC/NF	0	0	0	0	0	0	0	1
INSTITUTIONAL TRANSITION FROM MH/BH	0	0	0	0	0	0	0	0
INSTITUTIONAL TRANSITION FROM PRISON/JAIL	0	0	0	0	0	0	0	0
<b>PROGRAM TYPE TOTAL</b>	<b>20</b>	<b>16</b>	<b>24</b>	<b>22</b>	<b>27</b>	<b>22</b>	<b>10</b>	<b>12</b>

There may be multiple selections for a member/contact.